

GRAYS HARBOR TWI CUSTOMER FLOW

Week
ONE

DSHS (ESD) ORIENTATION

DSHS Staff: Welcome, Eligibility Review, IRP, Orientation, Regulations, Check-in, Referral to ESD:

ESD STAFF: ESD Counselor Assignment, TWI Information, College Enrollment, SKIES Registration

ESD NUTS & BOLTS Orientation (M-T-W-Th-F), Work history, CATS, Requirements, Job Counseling, Orientation, LMI, Q&A

Job Clubs (M-T-W-Th-F) as directed by Employment Counselor
Job Readiness, Personal Issues, Self-Management, Job Retention, Communication, Dress for Success, Money Management
Learning Center Screening and or Activities
WorkSource orientation

Week
TWO &
THREE

M-T-W-Th-F Steps to Success Assessment Workshop
Evaluation, Assessment Components, ORCA/PESCO/CASAS/TABE, Georgia Packet, Personal Time Line, Goals/Attitude/Motivation, Resource Room

M-T-W-Th-F Job Search Workshop
Assessment test results and recommendation, Applications, Interview Skills, mock interviews, resume, job retention, communication skills, job search techniques

Success Plan Development

Week
FOUR
PLUS

Track One: Job Search
Targeted Wage Intensive Job Search, Job Club, Job Development, Job Fair, WPLEX

Track Two: Job Search plus education/training
ABE/GED, keyboarding, computer skills, and workplace communication skills

Track Three: Training
Customized Job Skills Training, High Wage High Demand, WorkForce Education, OJT